



# ***JOB OPPORTUNITY***

**CALIFORNIA STATE DEPARTMENT OF INSURANCE**

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**INSURANCE POLICY OFFICER  
\$2741 - \$4366  
CLAIMS SERVICES BUREAU  
2 POSITIONS - LIMITED-TERM (EXPIRES 6/30/02)  
LOS ANGELES**

**RESPONSIBILITIES:**

Under supervision, the Insurance Policy Officer (IPO) will assist consumers by gathering, reviewing, analyzing, and evaluating information received from consumers and insurers, mediating or otherwise resolving the less complex consumer complaints, and will respond to consumers and insurers of resolution and/or findings. The IPO will also determine if action taken by insurers are proper and in accordance with the provisions of the California Insurance Code and related regulations, laws, and statutes; may recommend enforcement action when necessary; and perform other related duties as required.

**DESIRED QUALIFICATIONS:**

Eighteen months of experience in insurance claims adjusting, underwriting, or insurance consumer services; education equivalent to two years of collegiate level course work is highly desirable, however, experience will be accepted in place of the education on a year-for-year basis. Candidates must have knowledge of insurance practices and the Insurance Code, along with good analytical and verbal/written communication skills.

**WHO MAY APPLY:**

Applications will be accepted from current State employees at the Insurance Policy Officer level, those within transfer range, or individuals who have list eligibility. Training and Development Assignments may be considered for certain classifications only if necessitated for recruitment purposes. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. *All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the State application.*

**APPLICATION PROCEDURE:**

Send a completed standard State of California application to Priscilla Molina, Department of Insurance – Human Resources Management Bureau, 300 Capitol Mall, 13th Floor, Sacramento, CA 95814. *Please indicate “IPO-LT #372-8564-026” on the State application.* For additional information, please call (916) 492-3260.

**FINAL FILING DATE:**     **August 21, 2000 or until filled**

**NOTE:**     **Interested individuals, including list eligibles, must submit applications by the final filing date in order to be considered for this position.**

**DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD**

8/10/00



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AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN  
ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

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